

**Who May Be Considered:****Chapter 31 VR&E veterans with at least 30% disability rating****Veterans Service Representative**

Announcement Number: NONE

Salary Range: \$35,000 – \$38,000 USD per year

Series & Grade: GS-0996-07/07

Position Information: Full-Time Permanent

Promotion Potential: GS-11 (\$57,000-75,000)

Duty Locations: 20 vacancies – Seattle, WA – possible transfer to the new Auburn office when it opens.

**Job Summary:****SEEKING A REWARDING CAREER?**

Employees at the Veterans Benefits Administration (VBA) are committed to VBA's goal of providing benefits and services to veterans and their families in a responsive, timely, and compassionate manner in recognition of their service to the Nation. **MAKE A DIFFERENCE!** Join the Veterans Administration in "Putting Veterans First."

As one of the Veterans Service Representatives, you will help us fulfill our commitment by functioning as a counselor or advocate for VA claimants; providing information about a broad range of benefits; and assisting with applications for VA benefits and services.

**Key Requirements:**

U.S. Citizen

**Major Duties:**

Individual(s) selected for this position may be required to attend formal training sessions. Sessions may be two to four weeks long at a training location potentially in another city and/or state.

Within a team environment, the Veterans Service Representative (VSR) functions as (1) a counselor or advocate for VA claimants providing information about a broad range of benefits and assisting with applications for VA benefits and services, (2) a legal technician gathering requisite evidence from medical, military, community and other sources to support benefit determinations, (3) a decision maker weighing the evidence and applying the controlling laws and regulations, and (4) a computer systems user who enters appropriate data to generate accurate benefit payments, control pending issues or schedule future actions, and release complete, correct notifications of benefits determinations. The VSR must not only be competent in the interpretation and application of laws and procedures, but must be well-versed in medical principles and terminology and in public relations skills.

**Qualifications:**

Bachelors Degree with 3.0 GPA - Superior Academic Achievement (S.A.A.)\*  
Bachelors Degree with 1 year Specialized Experience\*\*  
Masters Degree

\*Superior Academic Achievement (S.A.A.) is a mean of qualifying on the basis of education if you are within the area of consideration as stated in the "Who May Be Considered" section of this announcement (first page).

Grade-point average (G.P.A.)--Applicants must have a grade-point average of:

- a. 3.0 or higher out of a possible 4.0 ('B' or better) as recorded on their official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of the curriculum; or
- b. 3.5 or higher out of a possible 4.0 ('B+' or better) based on the average of the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum.

**TRANSCRIPTS ARE REQUIRED TO SUBSTITUTE EDUCATION FOR SPECIALIZED EXPERIENCE.**

\*\*Specialized Experience is defined as experience at the next lower grade level than that for which applying that has provided applicant with the knowledge, skills, and abilities to perform successfully the duties of the position and which is typically in or related to the work of the position to be filled. Example of specialized experience: (a) experience counseling individuals on benefits available to them; (b) experience counseling on benefit eligibility criteria or (c) experience analyzing problems then developing and making decisions on the information available in conjunction with pre-established criteria, rules, laws and regulations.

**PLEASE NOTE:** An equivalent combination of education and experience may also qualify you for this position.

Graduate level education must demonstrate the knowledge, skills, and abilities necessary to do the work.

**Physical Demands:** This position is primarily sedentary with some walking, standing, bending, and carrying of lightweight items (i.e. folders).

**SELECTIVE PLACEMENT FACTORS:**

Selections made under this announcement are conditioned upon favorable adjudication of your background investigation per VA Handbook 0710. An investigation will be conducted after the effective date of the selection. An individual currently holding the appropriate clearance does not require additional investigation. If your new position requires a higher level background investigation than what you currently hold, you will be required to complete a new background investigation.

All selectees may be subject to a probationary / trial period.

**How You Will Be Evaluated:**

You will be evaluated to determine if you meet the minimum qualifications required; and on the extent to which your application shows that you possess the knowledge, skills, and abilities associated with this position as defined below. When describing your knowledge, skills, and abilities, please be sure to give examples and explain how often you use these skills; the complexity of the knowledge you possess; the level of the people you interact with; the sensitivity of the issues you handle, etc.

**RATING FACTORS ARE USED DURING THE SELECTION PROCESS ONLY!** Candidates should submit a narrative response to each of the Rating Factors listed below on plain paper. Failure to provide this information may result in a lower ranking (for the position) during the selection process.

Rating Factors are the Knowledge, Skills, Abilities and Other Characteristics (KSAO's) required of incumbents of this position. A promotion panel / reviewing official considers the total background of applicants including experience, education, awards, training, and self-development activities to determine the degree to which they possess each rating factor. The rating factors for this position are:

1. Ability to interpret and analyze material and make well-justified decisions from the analysis.
2. Skill in writing that reflects organization of subject matter and support for your position and conclusions.
3. Ability to effectively communicate orally.
4. Ability to effectively work with others in a team environment.
5. Ability to determine priorities and successfully balance conflicting demands.

**Benefits:**

Descriptions of the benefits available to most federal employees can be found by visiting the Office of Personnel Management's website at: Working for Federal Government - Benefits

**Other Information:**

Applicants should contact Kelly Robinson, VR&E Employment Coordinator (206) 220-6128 ext 2034 or [Kelly.robinson1@va.gov](mailto:Kelly.robinson1@va.gov) for answers to any questions regarding this announcement.

Applicants selected at the lower grade level may be non-competitively promoted to the next higher grade level providing all of the following are met: demonstration of the ability to perform the duties of the next higher grade as certified and recommended by the supervisor, and the availability of enough ceiling, funds and work to support the position at the higher grade; meeting minimum qualification and time-in-grade requirements.

The promotion pattern for this position is GS-07/09/10/11.

The GS-11 level of this position may be attained by incumbents only after successful completion of an agency approved certification process, availability of enough work at the higher grade, meeting time-in-grade requirements, and recommendation of their supervisor.

#### How To Apply:

Any applicant who is interested in receiving consideration for this position must submit the forms listed below. Your application materials must be received, either by email, fax or mail by March 1, 2008. Send application and required materials to:

VA Vocational Rehabilitation & Employment  
Attn: Kelly Robinson  
915 2<sup>nd</sup> Ave  
Seattle, WA 98174

Email: [Kelly.robinson1@va.gov](mailto:Kelly.robinson1@va.gov)  
Phone (206) 220-6128 ext 2034  
FAX (206) 220-6240

#### SUBMIT THE FOLLOWING FORMS:

(1) Your choice of a resume or application must be submitted. Your resume, OF-612, or application will be retained; it will neither be returned to you nor placed in an applicant's Official Personnel Folder. Therefore, you are encouraged to retain the original for future use and submit a copy, with an original signature, for this and other announcements. If you are submitting a resume it MUST include the following:

Announcement number, title, series, and grade of position applying for

Full legal name and complete mailing address

Daytime and evening telephone numbers, including area code

E-mail address (if applicable)

Country of citizenship

Social Security Number (SSN)

Experience most relevant to the position applying for, include name and address of employer, job title, starting and ending dates (month and year), average hours worked per week, supervisor's name and telephone number, and a description of your duties. If the position is/was with the Federal government, state series and grade or pay level. Indicate if we may contact your current supervisor

For all colleges/universities attended; provide name, location, and dates of attendance. Specify type and date of degree awarded, if any

Description of training, honors, awards, recognition, license or certification relevant to the position

(2) College Transcripts. Transcripts must be submitted in order to permit the substitution of education for qualifying experience. Education must be accredited by an accrediting institution recognized by the U.S. Department of Education for it to be considered toward qualifications. Therefore, applicants must report only attendance and/or degrees from accredited schools.

Applicants can verify accreditation at the following website:

<http://www.ed.gov/admins/finaid/accred/index.html>

(3) If a current or former Federal employee, you must submit a copy of your most recent SF-50, Notification of Personnel Action, showing career or career conditional status (Tenure Group 1 or 2) and grade, step and salary.

(4) Veterans must submit a copy of your DD-214 which shows character of service or discharge.

(5) Application for 10-point Veterans Preference (SF-15) **AND** a letter from Veterans Affairs Regional Office indicating the percentage of service-connected disability or other status.

(6) Candidates are strongly encouraged to submit a narrative response addressing each rating factor. Candidates may submit their responses on plain white bond paper. When submitting responses on white bond paper, candidates should include their name and vacancy announcement on the top of each page. **RATING FACTORS ARE USED DURING THE SELECTION PROCESS ONLY!**

\*\*\* Many application forms can be found on the Office of Personnel Management's website at Office of Personnel Management Electronic Forms Home Page

-or-

on the Veterans Affairs' website at VA Forms Search Page \*\*\*

**What To Expect Next:**

Once your complete application is received we will conduct an evaluation of your qualifications. The qualified candidates will be referred to the Regional Office for further consideration, best qualified determination, and possible interview. We expect that a selection will be made within 30 days of the closing date of this announcement. You will be notified of the outcome.